



CONSULTANCY SERVICES

TERMS OF REFERENCE FOR FRAMEWORK CONTRACT ON RECRUITMENT REFERENCE CHECK SERVICES

A. BACKGROUND

The African Union (AU) is seeking to engage a professional service provider to conduct recruitment reference checks within the framework of its recruitment and selection processes. This initiative aims to ensure the confidentiality and integrity of information provided by candidates and ensure quality and effectiveness of recruitment and selection decisions in alignment with the African Union Staff Regulations and Rules (SRR) - Rule 28.4 which states that: “... **Candidates shall be required to provide references and referees who may be consulted, and the Union reserves the right to verify at any time the degrees and diplomas of successful candidates**”.

B. OBJECTIVES

The general objective of the assignment is to support the organization while undertaking recruitment and selection process with:

1. Ensuring credential authenticity and maintaining standards,
2. Enhancing trust and mitigating risks,
3. Promoting fairness and equality,
4. Improving decision-making in compliance with AU SRR and,
5. Preventing academic fraud,

Therefore, the Service Provider shall be tasked to:

- Ensuring that all the pre-selected candidates provide their written and signed consent before engaging into any check reference process with the referees provided by the candidates,
- Conducting thorough checks on references provided by top three (3) pre-selected candidates,
- Validating the accuracy of information related to candidates' professional work experience, and academic qualifications as well as professional certifications,
- Providing detailed reports on the results of the reference checks for each candidate,
- Adhering to the specified timelines for submission.

c. SCOPE OF WORK

The scope of work shall include a comprehensive investigation into an individual's background, work history, academic qualifications and professional certifications as follows:

1. Reference Verification:

- Contacting the referees and verifying the accuracy of information provided by the candidate.
- Confirming the nature of the relationship between the candidate and the referees.
- Inquiring about the candidate's job responsibilities, performance, strengths, and areas for improvement.

2. Employment History Verification:

- Verifying the candidate's employment history by contacting at least the last three (3) previous employers.
- Confirming dates of employment, job titles, roles, and reasons for leaving.
- Obtaining information about the candidate's performance and conduct during past employment.

3. Academic Qualification Verification:

- Confirming the academic qualifications claimed by the candidate with the respective educational institutions.
- Verifying degrees, certificates, and other academic achievements.

4. Criminal Background Check:

- Conducting criminal background check with the view to ensure that the candidate does not have a criminal record that may affect his/her employment within African Union as an International Civil Servants.
- Complying with legal and regulatory requirements regarding the use of criminal records.

5. Professional Certification Verification:

- Confirming any professional certifications or licenses claimed by the candidate.
- Verifying the status of certifications and ensuring their valid.

9. Written Reports and Documentation:

- Providing detailed written reports on the findings of each reference check, highlighting any discrepancies or concerns.
- Maintaining thorough documentation to support the verification process.

10. Legal and Ethical Compliance:

- Ensuring that the reference check process complies with local and international laws, regulations, and ethical standards.
- Safeguarding the confidentiality, privacy and non-disclosure of the information obtained to any third party.

D. EXPECTED OUTPUTS

The expected outputs shall include detailed reports and documentation that provide comprehensive insights into the candidate's background, qualifications, and work history as follows:

1. Reference Verification Reports:

- Detailed reports on the verification of professional references, including contact information, the nature of the relationship, and information on the candidate's job performance.
- Clear documentation of the reference check process, summarizing key findings and any relevant comment provided by the referees.

2. Employment History Confirmation:

- Documentation confirming the candidate's employment history, including dates of employment, job titles, roles, and reasons for leaving each position.
- Any additional information obtained during the verification process that may be relevant to the candidate's professional background.

3. Academic Qualification Verification Reports:

- Reports verifying the candidate's academic qualifications, including confirmation of degrees, certificates, and other achievements.
- Documentation of communication with educational institutions, indicating the status and authenticity of the academic credentials.

4. Comprehensive Written Summaries:

- Summarized reports that provide an overview of the candidate's overall background, highlighting key strengths, weaknesses, and areas of concern.
- Recommendations or insights that may assist the Africa Union decision-makers in taking informed decisions about the candidate's suitability for the position.

These outputs should be presented in a clear and organized manner, ensuring that the information is easily understandable by the organization's decision-makers. The reports should be thorough, objective, and compliant with legal and ethical standards, providing the organization with reliable basis for evaluating the candidate's qualifications and suitability for the role.

E. METHODOLOGY

The assignment will necessitate a close collaboration with the AU's Recruitment Unit within the Human Resources Directorate. The objective is to procure precise and pertinent information regarding a candidate's background, qualifications, and work history, along with obtaining lists of the top three (3) successful final candidates and all the documents submitted by them.

The service providers shall provide in their technical submission detailed methodology with timeline on how the assignment will be undertaken.

F. SERVICE PROVIDER PROFILE

The service provider must demonstrate a successful track record in providing reference check services to international organization like the African Union. They should also demonstrate a thorough understanding of the requirement of confidentiality protocols and ethical standards related to this type of service in alignment with African Union Rules of procedures including and not limited to Talent Acquisition Data Privacy Management.

G. FRAMEWORK CONTRACT DURATION

The framework contract shall be for a duration of two (2) years renewable on AU's needs and excellent performance evaluation of service providers. The experts must be fluent at least in English and French (written and spoken). Knowledge of the other AU languages is an asset.

H. TECHNICAL PROPOSAL

The Service Provider shall submit its technical proposal in a separate sealed envelope. Technical proposals shall be evaluated and only those that score over 70 points shall be considered for financial evaluation.

I. TECHNICAL EVALUATION CRITERIA

The Technical evaluation criterion is made up of the following sub-criteria:

No	Areas	Points
1	Demonstrated specific Experience of the Contractor in the provision of similar services (for background and academic qualification checks) <i>-Nature of services (similar in nature)</i> <i>-Contract value and scope and size, complexity</i> <i>-Similar environment and customer base</i>	30
2	Methodology and Time-lead Understanding of assignment in accordance with AUC Requirements <i>-Suggested approach in successfully implementing and providing service requirements in the RFP</i>	40
3	Firm Track Records	20
4	General organization and capability to adequately carry out the assignment <i>-Proposed management structure and staffing</i> <i>-Innovativeness</i>	10

The pass mark for the technical evaluation is 70 points.

J. FINANCIAL PROPOSAL

The Service Provider shall submit its financial proposal in a separate sealed envelope which shall be opened for only those whose technical proposal had passed the threshold. Proposal should indicate price per reference check or volume. The Financial Proposal shall be evaluated over a total of 30 points.

K. BID VALIDITY

Bids should be valid for at least thirty (30) Calendar days from the closing date.

L. BID OPENING

Bids will be opened immediately after the bid closing hours. Late bids will be rejected and returned unopened to bidders.

M. BID SUBMISSION

Bids must be delivered to the address below on or before Monday, at 3.00pm. All bids must be accompanied by:

- Valid Business Registration and Trade License.
- Proof of references (minimum 3) attesting to the Company's knowledge and experience in providing Check Reference Services.
- ONE (1) Original and ONE Copy of the Technical and Financial proposals each in separate envelop.
- Other relevant information indicated in the TOR

Bidders should ensure that the technical and financial proposals are enclosed in TWO separate envelopes sealed and both should be enclosed in one Outer envelope clearly indicating the title and Procurement number.

Address for Bid submission:

*The Chairperson of the Tender Board
African Union Commission, Roosevelt Street,
Building C, 3rd Floor, P.O. Box 3243, Addis Ababa, Ethiopia
Tel+251115517700; Email; tender@africa-union.org*

*Clarification Requests: Clarification requests should be addressed to
tender@africa-union.org*

**African Union Commission,
Head of Procurement Travel and Store Division
Building C, Room 327
P.O. Box 3243, Roosevelt Street
Addis Ababa, Ethiopia
Tel: +251 (0) 11 551 7700 – Ext 4305
Fax: +251 (0) 11 551 0442; +251 11-551-0430
E-mail: tender@africa-union.org and NdossiT@africa-union.org
(Consultant should send the proposal to both emails)**

NB: The Title of the Assignment and Procurement reference number should be clearly indicated in the subject matter of the email.

Further information can be obtained at the address below during office hours 8:00-13:00hrs and 14:00-17:00 hours Local Time.

Proposal must be delivered in a written form to the address below not later than 15:00 hours local time on 5th April, 2024.

N. Payment Schedule

Quarterly payment shall be made based on the number of reference checks carried out at the request of the client in accordance with performance contract rate and submission of invoice.

SECTION II: Bid Submission Sheet

{Complete this form with all the requested details and submit it as the first page of your bid. Ensure that your bid is authorised in the signature block below. If any documentation is attached, a signature and authorisation on this form will confirm that the terms and conditions of this bidding document prevail over any attachments. If your bid is not authorised, it may be rejected.}

Bid Addressed to (Employer):	
Date of Bid:	
Procurement Number:	
Subject of Procurement:	

We offer to provide the Services detailed in the Terms of Reference/Statement of Requirements, in accordance with the terms and conditions stated in this bid document and subsequent contract.

We confirm that we are eligible to participate in this procurement process.

The validity period of our bid is: _____ days/weeks/months from the time and date of the submission deadline.

We confirm that the rates quoted in the financial proposals are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

We understand that you are not bound to accept the lowest or any bid you may receive.

Services will commence within _____ days/weeks/months from date of Contract.

Services will be completed within _____ days/weeks/months from date of Contract.

Dated this _____ day of _____ 20_____.

[signature]

[in the capacity of]

Duly authorized to sign Bid for and on behalf of _____